

<b>TRANSMITTAL LETTER</b> (General - Patent Pending)	Docket No. <b>RSW920010033US1</b>
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In Re Application Of: **Deleen L. Galli**

Application No. <b>09/870,223</b>	Filing Date <b>5/30/2001</b>	Examiner <b>Kang, Insun</b>	Customer No. <b>30449</b>	Group Art Unit <b>2124</b>	Confirmation No.
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Title: **METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN INTERACTIVE VOICE RESPONSE SYSTEM**

COMMISSIONER FOR PATENTS:

Transmitted herewith is:

**Request for Reconsideration (19 pages)**  
**added drawing (1 sheet)**

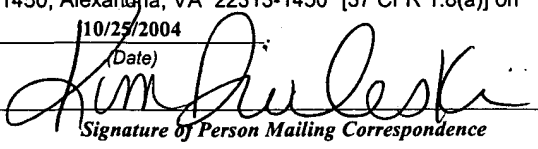
in the above identified application.

- ☒ No additional fee is required.
  - ☐ A check in the amount of \_\_\_\_\_ is attached.
  - ☒ The Director is hereby authorized to charge and credit Deposit Account No. **09-0457(IBM)** as described below.
    - ☐ Charge the amount of \_\_\_\_\_
    - ☒ Credit any overpayment.
    - ☒ Charge any additional fee required.
  - ☐ Payment by credit card. Form PTO-2038 is attached.
- WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**

  
\_\_\_\_\_  
Signature

**Jack P. Friedman**  
**Reg. No. 44,688**  
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Dated: **10/25/2004**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to the "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on	
<b>10/25/2004</b> (Date)	
Signature of Person Mailing Correspondence	
<b>Kim Dwileski</b>	
Typed or Printed Name of Person Mailing Correspondence	

CC:



2124  
Rfw

DOCKET NO. RSW920010033US1

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Doreen L. Galli

Examiner: Kang, Insun

Serial No.: 09/870,223

Art Unit: 2124

Filed: 5/30/2001

**For: METHOD AND APPARATUS FOR TAILORING VOICE PROMPTS OF AN  
INTERACTIVE VOICE RESPONSE SYSTEM**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**Request for Reconsideration**

Sir:

This Request for reconsideration is in response to the Office Action mailed July 28,  
2004.